


Idaho Department of Correction 	Standard Operating Procedure	Title: IT Service Desk: Request for Support, Services, and Resolution		Page: 1 of 7
		Control Number: 141.03.04.005	Version: 3.0	Adopted: 04-13-2010

Pat Donaldson, chief of the Management Services Division, approved this document on 03/02/2015.

Open to the public: ☒ Yes ☐ No

SCOPE

This SOP applies to all IDOC employees, contractors, and subcontractors who use hardware and software that has been approved, purchased, and installed by the IT Unit.

Revision Summary
Revision date (03/02/2015) version 3.0: Update to new format, replace "HelpStar" references to current process.

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BOARD OF CORRECTION IDAPA RULE NUMBER

None

POLICY CONTROL NUMBER 141

Information Technology Management

PURPOSE

The purpose of this standard operating procedure (SOP) is to establish procedures for processing and responding to IDOC users' requests for information technology (IT) support and services.

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RESPONSIBILITY

Chief of the Division of Management Services

The chief of the Division of Management Services (or designee) is responsible for overseeing and monitoring the provisions provided herein.

IT Management

IT Management shall be responsible for implementing this SOP and for ensuring IT Service Desk staff **and** IT secondary support resources are practicing the guidelines, standards, and procedures provided herein.

IT Service Desk Staff

IT Service Desk staff (i.e., IT operations staff) shall be responsible for participating in on-call rotations as outlined by IT Management.

IT Secondary Support Resources

IT secondary support resources (i.e., IT remote staff) shall be responsible for:

- Providing secondary support when issues cannot be resolved by IT Service Desk; and/or
- Providing onsite repairs within their geographical area of support when IT services cannot be restored in a timely manner.

GENERAL REQUIREMENTS

1. Requesting and Resolving IT Support and Services

Requests for IT support and services are processed on a 24-hour, 7-day schedule to ensure that IDOC users can perform their essential duties.

IDOC users, IT Service Desk staff, IT secondary support resources, and IT operations management shall make or process requests for IT support and services using the following process steps.

Functional Roles and Responsibilities	Step	Tasks
IDOC User	1	If computer access is available, log into the ticketing system and make a request for IT support or services by creating a new ticket for the appropriate request type and include the required information to submit a ticket.
		<p>Note: All tickets are logged as medium priority and are monitored by Service Desk staff to apply the correct urgency level. (see appendix A, 'service priorities' section)</p> <p>Note: If you do not have computer access, you may have a coworker submit a new ticket for you or you can contact the IT Service Desk via IT Service Desk phone line, or after hours 800 number for assistance.</p>

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Functional Roles and Responsibilities	Step	Tasks
IT Service Desk Staff	2	Monitor requests for IT support or services received via ticketing or telecommunications.
		Note: If the user makes the request via IT Service Desk phone line, enter a new request into ticketing using the information the user provides.
IT Service Desk Staff	3	Evaluate all requests to determine statewide, localized (all users at a single IDOC location) or individual impact.
IT Service Desk Staff	4	Determine whether the correct priority level was applied to the ticket. (see appendix A, 'service priorities' section)
		Note: If the correct priority level was not applied, downgrade or upgrade the ticket request in accordance with appendix A, and notify the IDOC user of the change in priority level.
IT Service Desk Staff	5	<ul style="list-style-type: none"> Respond within the 'initial response hours' time limit indicated for the assigned priority level (see appendix A, 'service priorities' section); and Notify IT operations management staff when ticket is confirmed high/critical.
IT Operations Management	6	Provide approvals, oversight, and coordination. <ul style="list-style-type: none"> Ensure IT Service Desk staff response is within 'initial response hours' time limit indicated for the assigned priority level (see appendix A, 'service priorities' section); Identify the IT secondary support resource(s) that is necessary for immediate resolution and provide instruction to the IT Service Desk staff; Coordinate resolution efforts; and Keep IT Management informed of the status and/or progress.
		Note: Always keep IT Management informed when the priority level is 'critical/high'. IT Management can be informed on an as-needed basis when the priority level is 'medium' or 'low'.
IT Service Desk Staff	7	Dispatch the IT secondary support resource(s) as directed by IT operations management.

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Functional Roles and Responsibilities	Step	Tasks
IT Secondary Support Resource(s)	8	<ul style="list-style-type: none"> Because there is no method of alert in place, continuously monitor the ticketing system location and personal queue for assigned requests; Resolve or escalate the issue(s) within the 'resolution/escalation hours' time limit indicated for the assigned priority level (see appendix A, 'service priorities' section); Report the status and/or progress to IT Service Desk staff; and Update the ticketing system with resolution information.
		Note: For escalation procedures, see section 2 .

2. Escalation Process

Although most requests can be processed without escalation, some requests require further investigation and or additional expertise. If further investigation and additional internal expertise does not resolve the issue(s), escalate the issue(s) as follows.

Functional Roles and Responsibilities	Step	Tasks
IT Secondary Support Resource(s)	1	<p>Using the ticketing system, document the following information and forward the ticket to IT Service Desk staff asking that the issue(s) be evaluated for escalation:</p> <ul style="list-style-type: none"> The status and/or progress of the issue(s); Why the issue(s) cannot be resolved without more time, additional IT secondary support resources, third party vendors, etc; Suggestions and recommendations for resolution of the issue(s).

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Functional Roles and Responsibilities	Step	Tasks
IT Service Desk Staff	2	<p>Evaluate the ticket and if:</p> <ul style="list-style-type: none"> • Additional time or additional IT secondary support resources are needed: <ul style="list-style-type: none"> ◆ Notify affected IDOC users; ◆ Update the work order with a resolution target date; and ◆ Notify IT operations management. • Additional secondary support resource(s) are unavailable: <ul style="list-style-type: none"> ◆ Notify affected IDOC users (e.g., of delays in reaching IT secondary support resources); ◆ Using the Escalation List, contact staff in the order provided on the list; and ◆ Update the ticket with a resolution target date. • A third party vendor is needed: <ul style="list-style-type: none"> ◆ Notify affected IDOC users; ◆ Notify IT operations management for approval to contact a third party vendor; ◆ Update the ticket with a resolution target date; and ◆ Reassign the ticket (as necessary).
		<p>Note: Depending on the third party vendor's service level agreement (SLA) with the IDOC, IT operations management approval may not be necessary. If in doubt, check the vendor's SLA.</p>
IT Operations Management	3	<ul style="list-style-type: none"> • Provide approvals, oversight, and coordination of the following (as necessary or needed): <ul style="list-style-type: none"> ◆ Additional time (e.g., when the 'response/escalation hours' time limit indicated for the assigned priority level will be exceeded [see appendix A, 'service priorities' section]); ◆ Additional IT secondary support resources; and ◆ Third party vendor support and/or services. • Keep IT Management informed of the status and/or progress.
		<p>Note: Always keep IT Management informed when the priority level is 'critical/high'. IT Management can be informed on an as needed basis when the priority level is 'medium' or 'low'.</p>

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Functional Roles and Responsibilities	Step	Tasks
IT Service Desk Staff and IT Secondary Support Resources	4	<ul style="list-style-type: none"> IT Service Desk staff task only – If additional IT secondary support resources were approved, return to section 1, step 7 to continue processing. IT secondary support resources task only – When the escalated issues have been resolved, return to section 1, step 8 to continue processing as needed.

3. After Hours, Weekend, and Holiday Support

See appendix A, 'service availability' section.

4. Continuous Process Improvement

To ensure the IT Unit is meeting agreed upon service levels, it is important to compare actual transactions with expected service levels. This comparison data is a type of metrics analysis, measuring 'hits' and 'misses'. If the metric analysis indicates more 'misses' than is acceptable, there is an opportunity for process improvement.

Metrics Analysis

A metrics analysis provides measureable evidence of 'hits' vs. 'misses' of actual IT support or service request transactions with respect to 'initial response/hours' **or** 'response/escalation' time limits (see appendix A, 'service priorities' section).

To conduct a metrics analysis, **IT operations management** will analyze IT support or service request transactions as follows:

- Review turnaround times with respect to SLA priority time limits;
- Determine the ratio of requests that hit **or** missed the priority time limit both for initial response **and** resolution activities; and
- Identify process changes to improve (a) turnaround times **and** (b) hit **or** miss ratios for initial response and resolution activities.

DEFINITIONS

CORE Software and Services: Approved software and services delivered by the Information Technology (IT) Unit required for IDOC to keep the business running. Such as, network, databases and web applications, email, etc.

Critical Priority: A priority level used when (a) all Idaho Department of Correction (IDOC) users statewide or (b) an entire IDOC location does not have access to CORE software and services and as such, cannot perform required tasks and/or functions.

Escalation: The next step in the resolution process that may require additional expertise within the information technology (IT) Service Desk team, expertise via a third party, and/or IT Management involvement to ensure resolution.

Hardware: Any and all parts on, connected to, or about a computer that can be physically touched such as the computer case, mouse, monitor, keyboard, and speakers.

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High Priority: A priority level used when a department at a specific location does not have access to CORE software and services and as such, cannot perform required tasks and/or functions.

Information Technology (IT) Service Desk: A resource for technical support for any aspect of the IT Unit, including computer hardware, software, and services.

Information Technology (IT) Services: Functional access to computer hardware, electronic mail (e-mail), the Internet, the Intranet, and supported software.

Initial Response: The time it takes for the Information Technology (IT) Unit to call back after the user's issue has been received via the ticketing system, telecommunications, or electronic mail (e-mail).

Low Priority: A priority level used when non-incident services are requested for CORE and Non-CORE software and services.

Medium Priority: A priority level used when CORE software and services are not available to some Idaho Department of Correction (IDOC) users at a single location.

Non-CORE software and services: Approved software and services delivered by the Information Technology (IT) Unit that IDOC does not depend on to keep the business running. Such as Microsoft applications, etc.

Priority Level: The severity of an issue that is used to determine the length of time the information technology (IT) Service Desk team has to resolve an issue.

Resolution: Resolution is the result of support provided which leads to the solution of a reported software or hardware problem.

Software: All programs and data in electronic form that reside on computer hardware.

REFERENCES

Note: The Escalation List will be maintained by IT operations management and maintained in an 'emergency information' folder that will be maintained in the IT lockbox. If the list is missing from the IT lockbox, please inform IT operations management.

Appendix A, *Information Technology Service Desk Service Level Agreement Escalation List*

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